

Benefit Manager Toolkit® Quick Guide

How to manage eligibility

1. Click on **Manage Eligibility**.
2. You can search for a member by member number or by a combination of first name, last name, and date of birth.
3. You can also search with an asterisk, for example, searching on Jo* in the First Name field and Sm* in the Last Name field could return results for Joe Smith, John Smith, Joey Smits, Joe Smuthers, etc.
4. Search results will appear, based on the inputted criteria. Select the desired Member to continue.
*To locate a dependent, search for the dependent's primary member (Subscriber).
5. Once a Member has been selected, their profile page will appear with additional details about the Member and their Eligibility.

